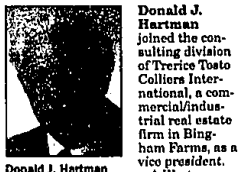


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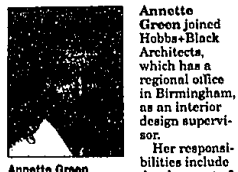
This column highlights promotions, transfers, hirings, awards won and other key personnel moves within the suburban real estate community. Send a brief biographical summary—including the towns of residence and employment and a black and white photo if desired—to: Movers and Shakers, Observer & Eccentric Newspapers, 36251 Schoolcraft, Livonia, 48150. Our fax number is (313) 591-7279.

Hartman Joins Trerice



Donald J. Hartman joined the consulting division of Trerice Tosto Colliers International, a commercial/industrial real estate firm in Bingham Farms, as a vice president. A West Bloomfield resident, Hartman is a Member of the Appraisal Institute, the Society of Industrial and Office Realtors and the Counselors of Real Estate.

Green Joins Hobbs+Black



Annette Green joined Hobbs+Black Architects, which has a regional office in Birmingham, as an interior design supervisor. Her responsibilities include development of contract designs and space plans, as well as selection of office systems furniture. Current assignments include projects for Crittenton Hospital and Central Michigan Community Hospital.

Brown is market rep.

Linda S. Brown has been named marketing representative for Complete Appraisal Co. in Southfield. Brown, a Novi resident, has been in the mortgage business for 11 years, most recently as lending operations manager for Home Builders Finance Inc.

Giffels promotes 2

Giffels Associates, architects, engineers and planners in Southfield, announces two appointments. **Michael D. Shea**, a Royal Oak resident, will assist in implementing marketing strategies in business development. Most recently, Shea was marketing director for Louis G. Redstone Associates. **Paul H. Lemley**, a graduate of Lawrence Technological University in Southfield, will be responsible for developing and implementing international marketing strategies. He also will coordinate marketing strategies for domestic customers within the firm's targeted industrial base.

You bet: extra training works



Orchestrating knowledge: **Darwin Conley**, education director for Professional Association Services, took up training classes and seminars for Realtors.

By Doug Fuchs

Techniques Realtors pick up in classes while pursuing professional designations or simple, single-topic informational seminars actually do pay dividends in the field.

"I was at a class we go through to get a designation Certified Residential Specialist," recalls Ron McNeal, a Realtor with the Prudential Real Estate Properties in Northville. "It involved an outlay of cash, a little time."

"One of the presenters talked about a technique he uses to help people make difficult decisions—future projection reflective class," McNeal said. "It's very useful for first-time buyers with concerns."

"You tell them to close their eyes and imagine six months from now. Most of the time are put away, years sitting around a fire going in the fireplace. Ask them to think back to this time."

"Ask, 'Are you glad you made the decision to go up \$300 (in the purchase offer) or are you sorry you didn't get the house?'"

"The result is very, very powerful," McNeal said. "They say they regret what I do, that I don't know what I'm doing, that they should have taken the class. I think I've learned the technique."

Betty Blazewicz, broker known as Betty Blazewicz & Associates, Group in Livonia, said that taking up people skills at seminars that have directly helped her in her work.

"I really like Rick Delaney a lot," she said of the motivational speaker with a national reputation. "He's been a great business manager in doing your business with him. I think one of the most important things is getting back to people."

'Top producers are always looking for—how do I put it—something that takes them that extra step, one that might make them additional income, offer a higher level of service to customers, make the same amount of money in less time.'

Darwin Conley
national training instructor
for Century 21

think you notes being personable with people, really listening to what they say," Blazewicz said.

"There's an absolute key. Be sure to send a thank you note after you meet with a client," Blazewicz said. "It's a simple thing, but it's a powerful thing."

"Thank you notes are a key to success," she said. "I've seen a lot of people who don't take the time to do it. It's a simple thing, but it's a powerful thing."

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assistants must be licensed under the same license as their supervisors.

"Knowledge has a powerful effect on self-esteem and performance," Conley said. "It's a simple thing, but it's a powerful thing."

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Darwin Conley is a national training instructor for Century 21.

"The real estate industry is changing very quickly, especially in regard to automation," he said. "One example would be leads management, another communication."

"Top producers are always looking for—how do I put it—something that takes them that extra step, one that might make them additional income, offer a higher level of service to customers, make the same amount of money in less time."

But all agents could benefit by some extra training, Conley said.

"Only so many people are natural-born salespeople. The rest have to be taught," he said. "Most people I get in my classes need to be taught how to sell. Most of people are afraid to push."

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Swimming pool rules may not discriminate

REAL ESTATE
QUESTIONS



Q. Our association is contemplating publishing pool rules but is concerned about a potential violation of the Fair Housing Act. Amounts recently adopted. Do you have any guidelines which you can provide to assist us in that endeavor?

A. Obviously, you should have your community association attorney review any proposed rules of restrictions on the use of recreational facilities to ensure, to the extent possible, that they do not violate any statute or rule promulgated by Congress.

For example, rules that unreasonably restrict the use of swimming pools by children violate the federal status of the act. Additionally, posting an "adult

community" sign at the entrance to a community that does not qualify as an adult community is a violation of the act.

Moreover, age restrictions must be based upon reasonable health and safety considerations. Noise, for example, is not a health or safety measure. Of course, be cautious in regard to any restrictions in this area.

Q. Can you give me a brief overview of the law in regard to losing property by tax sale and what rights, if any, the land owner has under those circumstances?

A. A property owner who loses his property in a tax foreclosure is entitled to redeem that property from a tax sale purchaser. This right of redemption lasts for six months after the tax sale if the purchaser meets the statutory notice requirements. However,

failure on the part of purchaser at the tax sale to serve proper notice tolls the running of the six-month notice period.

Failure to do so will result in the tolling of the statute of limitations, but if proper notice is given, the land owner could lose the land.

You are best advised to consult with an attorney regarding the intricate requirements of the statute.

Robert M. Meisner is an Oakland County area attorney concentrating his practice in the areas of condominiums, real estate, corporate law and litigation. You are invited to submit topics that you would like to see discussed in this column, including questions about condominiums, by writing Robert M. Meisner, 30200 Telegraph Road, Suite 407, Bingham Farms MI 48025. This column provides general information and should not be construed as legal opinion.

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